

2012 DISASTER CASE MANAGEMENT

REQUEST FOR PROPOSALS

Issued By:

**Department of Human Services
Division of Family Development
Jeanette Page-Hawkins, Director**

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Jennifer Velez, Commissioner

2012 DISASTER CASE MANAGEMENT REQUEST FOR PROPOSALS

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2012 DISASTER CASE MANAGEMENT REQUEST FOR PROPOSALS (RFP)

PURPOSE OF FUNDING:

The State of New Jersey Department of Human Services (DHS), Division of Family Development (DFD), is issuing this Request for Proposals (RFP) for the Disaster Case Management (DCM) Services Grant. The purpose of this grant is to provide a time-limited disaster case management process that involves a partnership between a case manager and a disaster survivor (also known as a “client”) to develop and achieve the goals identified in a Disaster Recovery Plan. The Disaster Recovery Plan is a goal-oriented plan that will assess the client’s unmet needs including basic needs such as food, shelter, first aid, as well as financial, physical, emotional, or spiritual well-being that were either caused or exacerbated by Hurricane Irene. The time-limited disaster case management process will outline the steps necessary to coordinate information on available resources, monitor the progress towards reaching and achieving recovery plan goals, and client advocacy if indicated.

This partnership aims to provide the client with a single point of contact to facilitate access to a broad range of disaster recovery resources. DCM is defined by the Federal Emergency Management Agency (FEMA) as the process of organizing and providing a timely, coordinated approach to assess disaster-related needs including healthcare, mental health and human services needs that were caused or exacerbated by the event and may adversely impact an individual’s recovery if not addressed. DCM facilitates the delivery of appropriate resources and services, works with a client to implement a recovery plan and advocates for the client’s needs to assist him/her in returning to a pre-disaster status while respecting human dignity. If necessary, DCM helps transition the client with pre-existing needs to existing case management providers after disaster-related-needs are addressed. This is facilitated through the provision of a single point of contact for disaster

assistance applicants who need a wide variety of services that may be provided by many different organizations. Please be advised that clinical crisis case management is NOT a part of this grant proposal.

BACKGROUND:

On August 27, 2011 Hurricane Irene made landfall in the State of New Jersey and wreaked havoc across the state. During its earliest stages, the storm caused mass evacuations, sheltering issues, power outages and severe flooding across the state. Numerous businesses, homes and families were impacted by this disaster.

On August 31, 2011, President Obama determined that the damage in the State of New Jersey resulting from Hurricane Irene was of sufficient severity and magnitude to warrant a major disaster declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5121 et seq. (the "Stafford Act").

This declaration authorized Individual and Public Assistance programs and Hazard Mitigation for all 21 Counties. In order to address the amount of unmet needs caused by the disaster, the State of New Jersey intends to implement the DCM Program. As of November 13, 2011, New Jersey had over 90,000 FEMA registrants and 46,801 Individual Assistance applications approved totaling approximately \$15 million.

PROJECT GOALS:

This RFP is limited to agencies that have received both the FEMA recognized training and have experience in providing disaster case management. The State of New Jersey intends to implement DCM services through a Managing Agency (MA) with services concentrated in the most impacted areas of the State. The MA will be responsible for providing all DCM, even if it elects to subcontract a portion of the services to other service providers who may have the capacity and local knowledge to better meet the identified needs. The MA must have the requisite disaster or emergency case management experience and the administrative infrastructure to effectively manage and support training, service delivery and fiscal management processes. The MA must also be able to provide a sufficient level of accountability, technical assistance, and leadership to meet all governmental and professional requirements.

The DCM Program will be coordinated through the New Jersey DHS/DFD with support being provided by the State Office of Emergency Management (OEM) and New Jersey's Voluntary Organizations Active in Disasters (NJVOAD). The State of New Jersey will need up to 30 Full-Time Equivalent (FTE) Disaster Case Managers with a minimum of 3 corresponding FTE supervisors to provide case management commensurate with the anticipated caseload. Grant monitoring through the MA will be provided by FTE or prorated positions which shall include: Program Manager, Data/Monitoring Manager, Finance Manager, Administrative Assistant and a Construction Cost Analyst. The maximum allowable fringe benefit rate is 37.95%. The maximum allowable all inclusive consultant rate for training is \$750 a day. Grant monitoring, fiscal implementation, oversight, and administrative support are for a time period through August 31, 2013.

The New Jersey DHS/DFD is requesting proposals from interested and qualified New Jersey agencies to serve as an MA to work with DFD for the provision of disaster case management services. Qualified agencies are defined as agencies that have prior DCM experience and training.

The MA must:

- Advertise and recruit staff/subcontractors;
- Arrange for or confirm currently available background checks for all staff;
- Identify the areas of greatest need in conjunction with the State Project Team; and determine on a case by case basis, the level of intensity of case management services or tier that is appropriate for each client.
- Locate no-cost (or low-cost, if no free host locations are available) space, building upon NJVOAD and other governmental or non-governmental locations that may already be in use or be available;
- Arrange for a FEMA recognized vendor with prior DCM training and experience to provide DCM training for all interested parties;
- Ensure that all field staff are successfully trained in DCM prior to client contact or are working under close supervision by trained DCM personnel;
- Ensure that all staff is trained and complies with the laws and regulations relating to confidentiality and disclosure or release of information including, but not limited to:

HIPAA, as well as specific health, HIV, substance abuse, child abuse, domestic violence, financial and other related provisions applicable to information sharing and security.

- Purchase directly, or arrange through subcontracts or vendor agreements for the purchase of office supplies including: laptop computers/docking stations and associated application software, mobile devices (cell phones/PDA) for all field staff, general office supplies, and portable printers/scanners/copiers/fax machines.
- Ensure that all DCM staff uses the open architecture Coordinated Assistance Network (CAN) software to register and track client activity.
- Deploy DCM staff and supervisors to areas of greatest need either directly or through subcontracts or vendor agreements;
- Conduct periodic DCM training to those who are providing or administering DCM services;
- Serve as the State's partner for aggregate client monitoring and fiscal/agency reports; submit monthly standardized client statistical reports to DFD; report expenditure information on a quarterly basis to DFD; and notify DFD immediately of any emergency situations or unusual incidents;
- Participate in the project's evaluation process, which may include but is not limited to: staff or client interviews; survey or focus groups; statistical data; case flow process review; and management or fiscal data or reports as permitted by law.
- Convene a minimum of two (2) statewide conferences in consultation with the State Project Team, designed to improve DCM skill sets and facilitate the ongoing development of formal and informal relationships and communication to improve future disaster readiness and implementation.
- Comply with DHS' Contract Reimbursement Manual and the Contract Policy and Information Manual as well as state and federal audit requirements found on the DHS website in the contract section by the following link:

<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/>.

AMOUNT OF AVAILABLE FUNDING:

Funding in the amount of up to \$5,568,955 is being made available through the New Jersey DHS/DFD, for this Request for Proposal, serving all of New Jersey commensurate with the identified and documented caseload need.

This contract is funded exclusively with federal funds.

CONTRACT PERIOD:

The contract period will be July 1, 2012 through August 31, 2013.

GEOGRAPHICAL REGIONS TO BE SERVED:

The grant will serve all 21 counties in New Jersey, with greater concentrations of need anticipated in the following impacted counties: Atlantic, Bergen, Cape May, Essex, Gloucester, Hudson, Hunterdon, Mercer, Middlesex, Morris, Ocean, Passaic, Salem, and Somerset.

ELIGIBLE APPLICANTS:

Eligible Applicants are New Jersey based, not-for-profit agencies and limited to providers experienced and trained in DCM that can deliver and administer the required disaster case management services outlined in this RFP.

Eligible Applicants must comply with the following statements, as well as any requirements set forth in the following documents:

- Statement of Assurances (**Attachment A**)
- Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment B**)
- Executive Order 189- Conflict of Interest (**Attachment E**)
- N.J.S.A. 52:34-13.2 Certification-Source Disclosure Certification Form (formerly Executive Order no. 129) (**Attachment F**)
- Public Law 2005, Chapter 51 (Executive Order 134) "Pay to Play" Certification and Disclosure Form, and Executive Order 117 Certification of Compliance forms (**Attachment G**) can be downloaded at:

<http://www.state.nj.us/treasury/purchase/forms.shtm>

In order to be considered eligible for funding consideration, all Applicants must submit one complete original and one copy of the "Certification and Disclosure" form along with their proposals. The form is not to be included as

part of the Applicant's proposal package, but as **a separate and distinct document** that must be submitted together with the Applicant's proposal.

APPLICANT QUALIFICATIONS:

Each Applicant must be able to:

- Describe its recent experience within the last five years in providing DCM;
- Provide evidence of its ability to coordinate and provide DCM training;
- Describe its ability to provide DCM and deploy DCM staff statewide;
- Provide evidence of its capacity to manage the administration of DCM from a supervision perspective;
- Provide evidence of its capacity to manage the administration of DCM from a fiscal perspective;
- Provide evidence of its capacity to manage the administration of DCM from a personnel perspective;
- Describe its ability to recruit and hire subcontractors or demonstrate its ability to implement vendor agreements to hire up to 30 FTE case managers and associated supervisory and support staff;
- Provide evidence of its ability to purchase, or arrange for the purchase of, or access to, office supplies (i.e., laptop computers/docking stations, and associated application software, mobile devices for all field staff, general office supplies, and portable printers/scanners/copiers/fax machines);
- Describe its capacity to execute vendor agreements/subcontracts or fee-for service arrangements for DCM training;
- Describe its site location (no-cost or low cost) to be funded, specifying all costs associated with it;
- Describe its ability to gather, analyze and report statistical, programmatic, and fiscal data;

- Demonstrate a familiarity with the CAN, which will enable collaboration on a shared platform with data standards and pre-built client intake forms for tracking and reporting for DCM purposes;
- Demonstrate its ability to work with provider agencies in identifying cases and addressing needs through the case management process, documentation, and periodic reporting;
- Demonstrate its ability to facilitate and participate in an independent post-grant evaluation in consultation with DFD.
- Comply with State and DHS rules and regulations governing the purchase of services contract process, the DHS' Standard Language Document, the Contract Reimbursement Manual and the Contract Policy and Information Manual, in addition to the terms and conditions set forth in this RFP. Grant Recipients are required to comply with the Affirmative Action Requirements of Public Law 1975, c. 124 (N.J.A.C. 17:27) and the requirements of the Americans with Disabilities Act of 1991 (P.L. 101-336). Applicants must also sign the Statement of Assurances (**Attachment A**) and the Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion (**Attachment B**). Applicants may review the DHS contracting rules and regulations, as defined in the Contract Reimbursement Manual, and the Contract Policy and Information Manual. Copies of these manuals can be found online at the following link:

<http://www.state.nj.us/humanservices/ocpm/home/resources/manuals/index.html>.

ALLOWABLE USE OF FUNDS:

All funds must be committed to support and provide DCM commensurate with the scope of the identified caseload. Committing these funds to any other service that is not part of providing DCM is prohibited. Supplanting or retroactive funding is not permissible. In addition, General and Administrative (G&A) costs are not permitted (per FEMA requirement for the grant). Direct reimbursement to clients is not allowable. All property becomes state property upon termination of the grant.

PERFORMANCE EVALUATION:

DFD will engage a third-party provider – other than the MA – to perform a retrospective objective evaluation of the program both qualitatively and quantitatively which may include, but is not limited to: regular site visits, random case reviews and ongoing assessments of disaster case manager's caseloads. The scope of the performance evaluation as determined by the State Project Team will be in accordance with future federal guidance in this area.

TECHNICAL ASSISTANCE:

DFD will conduct a Technical Assistance Conference that will provide clarifying information about the Disaster Case Management 2012 RFP and related proposal procedures. Attendance at the conference is **MANDATORY**. **A representative of your agency must attend and sign-in at the conference. Proposals submitted by any agency or organization not officially represented at the conference will be considered disqualified for funding consideration at time of proposal receipt.** At the conference, persons attending who are representing more than one agency/organization **must sign-in separately for each agency/organization.**

The Technical Assistance Conference will provide potential Applicants an opportunity to ask any and all pertinent questions regarding this RFP and receive technical information regarding this RFP from DHS representatives.

NOTE: No further technical assistance on the programmatic aspects of this RFP will be provided after the Technical Assistance Conference is held.

APPLICANTS ARE ASKED TO PRE-REGISTER FOR THE TECHNICAL ASSISTANCE CONFERENCE NO LATER THAN MAY 21, 2012 BY CALLING THE OFFICE OF GRANTS MANAGEMENT AT 609-588-2290, OR BY FAX AT 609-588-7240. EACH APPLICANT WILL BE LIMITED TO TWO (2) REPRESENTATIVES AT THE CONFERENCE.

If pre-registering by phone, please leave a message on our voice mail that includes your name, agency affiliation, address, telephone number and the number of attendees (maximum of 2 persons). In addition, please advise if special accommodations for someone with a physical disability will be required.

The Technical Assistance Conference is scheduled as follows:

Place: NJ Division of Family Development
Quakerbridge Plaza
Building 3, Room A, (check-in at Bldg. 6)
Quakerbridge Plaza Road
Mercerville, NJ 08619

Date: May 22, 2012

Time: 10:00 a.m. to 1:00 p.m.

Directions to the Technical Assistance Conference site are provided with this RFP package as Attachment J.

TIMETABLE:

Time frames for completion of the RFP process are as follows:

May 14, 2012	RFP and Public Notice of Availability of Funds published on the DHS/DFD website.
May 21, 2012	Deadline Date for Pre-Registration for the Mandatory Technical Assistance Conference
May 22, 2012	MANDATORY Technical Assistance Conference
June 7, 2012 (No later than 4:00 p.m.)	<u>Deadline for Receipt of Grant Proposals</u>
On or After June 14, 2012	Notification of Grant Awards (Subject to Funding Availability)
July 2, 2012	Contract Begins

NOTE: In the event of the closure or delayed opening of State offices, the Technical Assistance Conference will be rescheduled. Announcements concerning the closure or delayed opening of State offices are broadcast on radio stations throughout the State.

APPLICATION PROCESS:

Eligible agencies, organizations, and consortiums interested in applying for these funds must submit **one (1) signed original and five (5) exact copies** of the completed application document and all support materials to be received by the DFD **no later than 4:00 p.m.** on **June 7, 2012**. Applications may be **emailed, mailed or hand delivered.** If an application is emailed, it must also be simultaneously mailed or hand delivered. All emailed applications must in either

Word 97 version or higher or Adobe pdf. The type set (font size) must be at least 12 point Times Roman or Arial and the margins set to one inch on all sides. The application (not including attachments) is not to exceed 20 pages.

US Mail Delivery:

Candice Covington-Thomas, JD, LCSW
Office of Policy Development, Research & Reporting
Grants Management Unit
Department of Human Services
PO Box 716
Trenton, New Jersey 08625
candice.covington-thomas@dhs.state.nj.us

Hand Delivery or Commercial Courier/Mail Service:

Candice Covington-Thomas, JD, LCSW
Office of Policy Development, Research & Reporting
Grants Management Unit
NJ Division of Family Development
Quakerbridge Plaza, Building 3
Quakerbridge Road
Mercerville, New Jersey 08619

Directions to Quakerbridge Plaza for proposal hand deliveries are contained in Attachment I.

- ◆ **FAXED DOCUMENTS/INFORMATION WILL NOT BE ACCEPTED AT ANY TIME.**
- ◆ **APPLICANTS ARE RESPONSIBLE FOR EMAILING AND MAILING FOR DELIVERY BY *June 7, 2012* AT 4:00 PM TO ENSURE THAT THE PROPOSALS ARE RECEIVED ON TIME.**
- ◆ **POSTMARKS AND OTHER SIMILAR DOCUMENTS DO NOT ESTABLISH RECEIPT OF A PROPOSAL.**
- ◆ **PROPOSALS THAT DO NOT MEET THE CRITERIA STATED ABOVE AND ARE NOT RECEIVED BY THE DEADLINE DATE AND TIME ARE DEEMED LATE AND WILL NOT BE CONSIDERED FOR FUNDING.**
- ◆ **ANY DOCUMENTS THAT ARRIVE UNDER SEPARATE COVER WILL NOT BE INCLUDED AS PART OF THE PROPOSAL PACKAGE.**

NOTIFICATION OF ACCEPTANCE OR REJECTION OF AWARD:

Applicants will be notified of the award on or after **June 14, 2012**. The award will be contingent upon contract negotiations. Any and all bid proposals may be rejected when it is in the best interest of the DHS to do so. DHS' best interests include, but are not limited to: loss of funding, inability of the Applicant to provide adequate services, an indication of

misrepresentation of information, and/or non-compliance with State and Federal laws and regulations. DHS also reserves the right to conduct a facility inspection and/or pre-award survey with any individual, agency or organization that submits a proposal in response to this RFP. All proposals are considered public information and as such will be made available upon request after the completion of the RFP process.

APPEAL PROCESS:

An appeal will not be heard based on a challenge to the evaluation of a proposal.

An appeal of the selection process will be heard only if it is alleged that DFD has violated a statutory or regulatory provision in the awarding of a grant. **Applicants requesting an appeal based on a statutory or regulatory violation must submit a written request stating the alleged violation to the Department of Human Services, Division of Family Development, Office of the Director, PO Box 716, Trenton, New Jersey 08625-0716, no later than 10 calendar days following the date of a non-award notification.**

CONTRACT NEGOTIATIONS:

Prior to an award notification, DHS/DFD will negotiate a contract with the selected Applicant and proceed with the process of preparing and finalizing formal contracts with the selected Applicant, as appropriate. Funding and issuance of this proposed contract is contingent upon the availability of sufficient resources in the SFYs 2013-2014 DFD budgets. No legal responsibility for payment on the part of DFD shall be made, unless and until funds are appropriated and made available to DFD. DHS assumes no responsibility or liability for the costs incurred by an Applicant for the planning or preparing of a proposal in response to this RFP.

All proposals are considered public information and as such will be made available, upon request, after the completion of this RFP process.

APPLICATION SELECTION AND EVALUATION CRITERIA:

A review team of at least three people will review and evaluate each proposal. The review team will consist of staff members of the DFD, DHS, and may include representatives of other State/local agencies and organizations.

Proposals will be rated in accordance with the narrative information provided as outlined in the Program Narrative Requirements section of this RFP. Applicants are eligible to receive a maximum point score of 100 points for proposal content. The maximum point score for each Narrative section is provided in the Program Narrative Requirements

section of this RFP. Proposals receiving an average numerical rating of 65 or less will not be considered for funding.

As an outcome of the team review, a list of recommended proposals will be submitted to the Director of DFD and the Commissioner of DHS for final approval. During the selection process, additional information may be requested.

Proposal Selection Criteria:

- Applicant's ability, qualifications, and skills to perform all of the programmatic activities required under this RFP;
- Applicant's past performance and effectiveness in providing DCM;
- Applicant's experience in developing collaborative relationships with other community resources such as New Jersey Volunteer Organizations Active in Disasters and Long-Term Recovery Groups, as appropriate;
- Applicant's ability to achieve realistic and attainable program goals and objectives and description of the total proposed program design including service delivery and fiscal management;
- Applicant's capacity to deploy and ensure the provision of DCM services statewide;
- Applicant's ability to achieve all of the stated grant deliverables;
- Effectiveness of the management plan;
- Compliance with the criteria and intent contained in this RFP; and
- Feasibility and reasonableness of the proposed budget as it relates to the total program design and the Applicant's stated goals.

PROPOSAL CONTENT OUTLINE:

Applicants must submit **one (1) signed original and five (5) copies** of the completed proposal package.

Failure to submit a signed original and the required number of copies will result in the proposal not being considered for funding (disqualification).

Note: It is suggested that a blue ink pen be used for all required signatures.

All proposals submitted for consideration must:

- Include all of the following items in the order stipulated; and

- Be securely fastened.

A. PROPOSAL/AUTHORIZATION COVER SHEET (SIGNATURE REQUIRED)

B. CHECKLIST (ATTACHMENT C)

C. TABLE OF CONTENTS

- D. NARRATIVE:** All narrative information provided for Sections I through VII below shall not exceed (20) single-spaced, one-sided pages. The Applicant may not use a type font lower than 12 point.

SECTION:

- I. Applicant Overview**
- II. Service Goals and Objectives**
- III. Program Approach**
- IV. Management Plan**
- V. Service Coordination/Collaboration**
- VI. Timetable**
- VII. Budget/Matching Funds**

E. BUDGET PROPOSAL (ATTACHMENT D)

F. STATEMENT OF ASSURANCES (ATTACHMENT A) (SIGNATURE REQUIRED)

G. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION (ATTACHMENT B) (SIGNATURE REQUIRED)

H. OTHER REQUIRED DOCUMENTS

Failure to submit these required documents may deem your proposal ineligible for funding consideration

- Copy of the Applicant's organizational chart
- Copy of the most recent organization-wide audit report or financial statement **(original proposal only)**
- Agency's Code of Ethics/Conflict of Interest Policy (Must include Policy of Applicant Agency. Attachment F is provided **only** for guidance.)
- List of the Board of Directors, Officers and their terms **(non-profits only)**
- Charitable registration status **(non-profits only)**
- Applicant's Certificate of Incorporation

- The MA will be required to maintain collaborative agreements with any sub-grantee or individual provider.

PROGRAM NARRATIVE REQUIREMENTS:**I. Applicant Overview (10 point maximum)**

- a. Provide a brief description of the agency's mission and history. Specify which programs the agency currently administers.
- b. Describe the agency's experience and capability in providing and coordinating long-term DCM services.

II. Service Goals and Objectives (20 point maximum)

Provide a brief description of the applicant's goals and objectives, and related information concerning the proposed project. Specify:

- a. The ability to provide the organizational framework for successful program and case management services that will ensure all grant requirements are met.
- b. The Work Plan that will be utilized to ensure compliance of the DCM Grant, which should include position descriptions, work flow processes, and work location(s) for each manager.
- c. The ability to work through a centralized database that is secured and shares information with disaster survivors to assist in fulfilling their unmet needs and receive a timely delivery of service without duplication of benefits.
- d. The ability to produce fiscal expenditure reports that adhere to generally accepted accounting principles that are in accordance with the requirements of federal OMB Circular No. A-87, Cost Principles for State, Local and Tribal Governments.

III. Program Approach (25 point maximum)

- a. Provide a description of the proposed no cost or low cost site location to be funded through this grant, and/or any provision of mobile access, and specify all costs associated with it.
- b. Describe the case management program process and how appropriate information will be safeguarded and reported.

- c. Describe the ability to gather, analyze and report statistical, programmatic, and fiscal data throughout this process.
- d. Describe the procedures that will be in place to ensure case management continuity.

IV. Management Plan (10 point maximum)

- a. Describe in detail the number, job titles, qualifications, responsibilities and skills of staff. Please note that a 1:10 supervisor/case manager ratio is a federal grant requirement. Attach copies of resumes or job descriptions.
- b. Describe the management, administration and supervision methods that will be utilized in the operation of the program.

V. Service Coordination/Collaboration (15 point maximum)

- a. Provide a brief description of any collaborative relationships or agreements that would enhance the services proposed.
- b. Describe how the Applicant will work with the New Jersey DHS/DFD Program Manager and State Team, NJVOAD, County VOADs and Long-Term Recovery Groups (LTRGs) and any other identified resources or service agencies to ensure that DCM services are provided effectively and efficiently.

VII. Timetable (10 point maximum)

- a. Based on the parameters set forth in the RFP, describe the timetable for implementation of DCM.
- b. Describe how the Applicant will ensure that the proposed services are in operation within 30 days of contract finalization. If the proposed project/services will not begin within the 30-day timeframe, provide the reasons along with a revised timeframe.

VIII. Budget/Matching Funds (10 point maximum)

- a. Provide a narrative that explains how the costs in the budget forms **(Attachment D)** were derived and how they relate to the proposed project.

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